



**Name:**

Diane Ragazzi

**Country:**

Canada

## About you...

I'm a Quality Assurance Coordinator and I've helped implement and run a Product Safety and Quality Management System along with the QA Manager for a small Agent & Broker (14 staff) in Ontario and stay compliant to the standard since 2018.

Outside of Work, I'm a mother of 2 – boy and girl who keeps life pretty busy, wife, daughter, friend, etc. Just trying to balance work and life to the best of my abilities while enjoying learning every day.

My background in work has been a little mixed between military (reserve) administration, software development, accounting and customer service. However it has always been – If I like the company and what they stand for and who I work with, I will do and learn whatever I can to ensure I have all the proper knowledge for both myself and the company to thrive. My background in life has brought me to live in multiple countries – both Denmark and Canada; and provinces – Ontario and Nova Scotia (Cape Breton); which has given me an insight into different cultures.

## Why did you join the BRCGS Professional Programme?

When I became part of the Quality Department and Product Safety Team, it was a natural step to ensure I had the knowledge to best support Product Safety Management and the team.

## What value do you personally feel the BRCGS Professional certification brings to you?

Since becoming part of the BRCGS Professionals and attending training I've only grown in my personal development. Along with my own personal development I've thoroughly enjoyed diving in and learning more of the Product Safety Management and how the whole supply chain functions. With the certification accessible to be viewed as part of the Directory and within my signature tag line, along with achieving high audit results, it has brought a sense of pride for what I've accomplished.

## How has the training helped improve operations at your site/company?

The company is very big on Food Safety and Quality of Products and becoming certified and following a standard was a natural progression to show all our customers how important it is to them. It has brought a sense of security in standard procedures and lean on those procedures to speak intelligently with all levels of the supply chain - manufacturers and customers alike – to achieve the greatest Food Safety and Quality at all levels. With the high audit results we have achieved, it shows all how committed we are to ensure Food Safety and Product Quality within the supply chain.

## What did you most enjoy about the training?

The company encouraged me to take any and all necessary training to receive all relevant knowledge to grow into my role on the Quality Team and I can safely say that I've enjoyed every step. We were lucky to connect with a fabulous Professional Food Safety and Quality Consultant & Certified Trainer of the BRCGS standard. She has delivered all the training we have received to complete our professional designation. We couldn't have asked for a better trainer. She has helped build our program to high standards, always that one step ahead of any new issues. During training we were also able to connect with other like minded companies attending the same training. This gave us more insight and the ability to bounce off ideas of how best to implement certain procedures.

**What are you most looking forward to within the Professional community?**

The Network events have introduced me to other like minded Professionals and developing new relationships across Canada and US. You can always learn different ways of dealing with scenarios you come across in your day to day at work when making connections from all other companies in the supply chain – Manufacturing, Storage and Distribution.

**How do you plan to keep your skills up to date?**

I'm open to all available options – webinars, training and conferences/events. I do what I can with my schedule of work and home life. Luckily work is very encouraging to take as much related training as possible.

**What are your career ambitions/aims?**

I don't have any career ambitions per say, but I'm excited to see where this professional designation and industry knowledge I've learned from the professional programme can take me, both within my current company and in the supply chain industry.